

Scheduling Trips

Steps for Scheduling a Reservation with MCTS

1. Be prepared with all information before calling.
2. Call the MCTS Administrative Office, Monday through Friday between the hours of 6:30 am - 5:30 pm at (910) 947-3389.
3. All reservations must be scheduled no later than 11:00 AM two business days before the appointment. Monday reservations should be called in on Thursday. MCTS does not accept same day requests for transportation.
4. Listen to the voice prompt given and press the appropriate number.
5. A Dispatcher will answer, if available (they may be busy taking other calls). Tell them the reason that you are calling. Example: "I need to schedule a reservation." If a Dispatcher is not available, you will be prompted to leave a message for the Dispatcher to call you back. If this is the case, please leave your name, phone number and the reason you are calling "I need to schedule a reservation", and the Dispatcher will call you back as soon as possible.
6. You may be asked to hold on a minute while the Dispatcher is opening the Reservation Menu in the computer. Give yourself some time to call in to make reservations. All reservations are entered while you are on the phone with the Dispatcher and entering them can sometimes take several minutes.
7. They will ask you questions in the order needed for the computer. Please be ready with your name (or the name of the person you are scheduling for); the pick up address; phone number; the date of the appointment; the destination name, address, and phone number; and the time of the appointment.
8. The Dispatcher will then let you know that your reservation with MCTS has been scheduled.
9. Also be aware that you need to be ready for pick up as early as one and a half hours prior to your appointment time (excluding out of county trips).